

Inhalt

PAGE	UNIT TITLE	TOPICS	LANGUAGE TIPS AND STRATEGIES
5	1 “Shall I put you through?”	Telephoning basics: identifying yourself, getting through Making excuses Dealing with communication problems	Using first names Giving bad news (<i>I'm afraid / I'm sorry / actually</i>)
12	2 “Could you spell that for me?”	Exchanging and checking information Spelling over the phone Saying email addresses	How to be less direct Active listening strategies
19	3 “Let me get back to you on that.”	Answering-machine greetings Leaving and taking messages Prepositions	How to structure a message Referring to previous communication (reported speech)
26	4 “When would suit you?”	Making and confirming arrangements Saying times and dates More prepositions Mobile phone calls	Small talk Changing an arrangement (politeness strategies)
34	5 “I'm very sorry about that.”	Making and dealing with complaints A technical support hotline Tips for telephone customer care	Strategies for complaining, apologizing and solving problems
40	6 “How does that sound?”	Making and reacting to proposals Reaching agreements	Talking about possibilities Hedges (<i>probably, I would say...</i>) Turn-taking
PAGE	APPENDIX		
46	Test yourself!		
48	Partner Files Partner A		
50	Partner Files Partner B		
52	Answer key		
57	Transcripts		
62	A-Z word list		
65	Useful phrases and vocabulary		